

RFQ SFSC 07 49001 – Pre-proposal Conference June 16, 2006

Bid Submission Due Date & Time: June 30, 2006 at 1 p.m.

Bidder Questions Due Date & Time: The 9/19/06 date listed in the RFQ is incorrect.
This is to be amended to 6/26/06.

Question: Is the Resource Center and Family Support Service two separate services?

Answer: It is one service, to be operated out of a Resource Center, and to provide family support services.

RFQ NOTIFICATION SHEET
Office of Contracts and Rate Setting

State of Michigan
Department of Human Services

Notice of a request for quotations or a request for proposals is hereby given Pursuant to Act No. 124 of the Public Acts of 1999.

Amount:	ITB Number
\$100,500.00	DHS SFSC0749001

Bid Description:

Mackinac County Resource Center for Family Supportive Services. Three year contract for Mackinac County Resource Center and Family Supportive Services to serve families with at-risk minor children. The above amount is the maximum annual amount of the award. Provide information about community resources and human service agencies to families. Provide instructions in the family's home on child care, home management, and nutrition. Act as a family advocate for medical, legal and other representation.

Due Date For Response:

6/30/2006

Contact Person Name:

Terri L. Bush

Phone #:

(906) 643-6109

E-Mail Address:

busht@michigan.gov

REQUEST FOR QUOTE
Michigan Department of Human Services

Contract/RFQ Number: **SFSC 07 49001**

Bid Submission Due Date & Time: **June 30, 2006 at 1 p.m.**

Geographic Area to be Served: **Mackinac County**

Service Titles: **Family Support Service**

Anticipated Contract Begin and End Dates: **10/01/2006 through 9/30/2009**

Method of Reimbursement: **X** Actual Cost Unit Rate

Maximum Annual Contact Amount: **\$ 100,500.00** per year

Issuing Office: Department of Human Services **Mackinac County**

Contact Person: **Terri L. Bush**

Telephone #: **906 643-6109** Fax #: **906 643-7467**

Email Address: **busht@michigan.gov**

Pre-proposal Conference: (Date, time, location) **June 16, 2006 1:15 pm, Mackinac Co. DHS**
(Please notify the contact person above if you plan on attending)

Bidder Questions Due Date & Time: **6/26/06 at 1 pm**

Submit 6 copies of the bid response and two (2) copies of the budget document, in a separate sealed envelope, to this address:

Mackinac County		
DHS Office		
199 Ferry Lane		
Street Address		
St. Ignace	MI	49781
City	State	Zip

The bidder must submit all inquiries regarding content via e-mail or surface mail. Bid responses must be submitted in person or via surface mail. Neither fax nor e-mail transmission of bid responses will be considered for award. If DHS believes that clarification of its initial material is necessary, information will be posted to the DHS RFQ web site. Likewise, if DHS determines it is necessary to revise any part of this RFQ, addenda informing will be posted to the DHS RFQ web site.

Bid responses that exceed the maximum annual dollar amount indicated for the RFQ will not be considered for award. The contract amount for subsequent years will be dependent on DHS’ availability of funds and service needs. The established price per unit of service will be in effect for the entire period of the contract.

To be considered, bid responses must arrive at the Issuing Office on or before the date specified above. Bidders mailing bid responses should allow normal delivery time to ensure timely receipt of their bid responses.

Awards made as a result of this RFQ will require execution of a contract with DHS. The contract will contain standard non-negotiable General Provisions. A copy of the General Provisions is available upon request.

Rating

All bid responses will be evaluated on the basis of rating criteria identified in the RFQ. Contracts will be awarded using a two-step process linking price and quality. The most recent audit of each bidder may be reviewed by DHS, at its discretion, to determine the bidder’s fiscal viability. DHS may eliminate from the rating process any bidders that fail to pass this review. If the bidder has provided contractual services to DHS previously, DHS may consider reviewing monitoring and/or outcome information related to prior contracts.

Authority:	P.A. 2080 of 1939.	Department of Human Services (DHS) will not discriminate against any individual or group because of race, sex, religion, age, national origin, color, height, weight, marital status, political beliefs or disability. If you need help with reading, writing, hearing, etc., under the Americans with Disabilities Act, you are invited to make your needs known to a DHS office in your area.
Completion:	Mandatory.	
Penalty:	Contract Invalid	

BIDDER OVERVIEW

This Request for Quote (RFQ) package contains the following elements:

1. Cover Sheet
2. Description of Services for Bid
3. Rating Criteria
4. Request for Quote Policy
5. Bidder Information and Instructions
6. Bidder Response Section
7. Cost Quotation
8. Budget Completion Instructions

Description of Services for Bid

I. CONTRACTOR RESPONSIBILITIES

A. Geographic Area

The Contractor shall provide services described herein in the following geographic area: Mackinac County.

B. Location of Facilities

The Contractor shall provide services described herein in facilities located at:

The Contractor's facility, and various client homes throughout Mackinac County; or at a mutually agreeable place able to accommodate children and families in a reasonable, confidential and dignified manner.

C. Client Eligibility Criteria

1. For Strong Families Safe Children funding (91%):

The target population is families with children who are at risk of out-of-home placement, maltreatment (abuse or neglect), adoption disruption, or delinquent behavior and includes risk factors such as low income, poor school performance, substance abuse, domestic violence, adoption disruption, etc.

The Contractor is required to document risk factors.

For Child Safety and Permanency Plan funding (9%):

- Family members, and children active for delinquency services if included in the DHS local child safety and permanency plan.
- Families open to the Preventive Services for Families Program.
- Families open to the Children's Protective Services Program and other "preponderance of evidence" Category III (P.A. 484 of 1998) families (open or closed cases) who are referred to community based services.
- Family members and children in foster care (including neglect and delinquent wards placed in foster care).

- Family members and children of an adoptive family for whom a need for post-adoptive services has been identified by the Agency.

2. Determination of Eligibility

For **SFSC** clients, the local DHS office or Contractor may determine eligibility.

For **CSPP** clients, the local DHS office shall determine eligibility. Each person to be provided service shall be identified by name in a written referral to the Contractor. A local office may initiate a referral by telephone as long as it is followed up within a specified period of time with a written referral.

D. Services to be Delivered

Service #1 of 1: Family Support Services

1. Activities the Contractor shall perform:

The Contractor shall:

- a. Maintain a Family Service Resource Center in the St. Ignace area.
- b. Obtain documentation of Law Enforcement Information Network (LEIN) and Central Registry checks on all employees servicing this contract and retain them on file.
- c. Provide a Family Support Supervisor at the Resource Center to supervise the Family Support Workers. The Family Support Supervisor shall possess one of the following qualifications:
 - A Master's Degree in Social Work and one year of experience as a Social Worker, or
 - A Master's Degree in Sociology, Psychology, or Guidance and Counseling and two years of experience as a Social Worker, or
 - A Bachelor's Degree in Sociology, Psychology, Social Work, Guidance and Counseling or other related field and four years of experience as a Social Worker.
- d. The Family Support Supervisor also shall:
 - 1) Maintain and expand a Human Resource Directory, a listing of community resources available for referral, and/or a video lending library, including information on countywide agency programs.

- 2) Provide referrals to agencies and services based on specified client needs using the Human Resources Directory and other materials.
- 3) Collect, expand and maintain family-focused resource materials for distribution to children and families at no cost.
- 4) Ensure that services provided via this contract are coordinated with other community programs or services.
- 5) Accept referrals from the DHS, other human service agencies and self-referrals, and assign them to a Family Support Worker within nine five days of receipt of referral.
- 6) Provide direct Family Support Services, if needed, to assist caseload management up to fifty percent (50%) of his/her time.
- 7) Ensure that Family Support Workers receive training, as well as an orientation, on the resources and agencies available in the community.

e. The Contractor also shall:

- . Employ a sufficient number of Family Support Workers (FSW) who shall have at minimum two years of college in a human services related field, and at least two years experience in providing direct service to individuals and families.
- . Ensure a flexible work schedule for the FSW, which may include evenings and weekends.

The Family Support Worker shall:

- 1) Relate to clients in supportive, non-threatening ways.
- 2) Effectively work to improve the way the family functions.
- 3) Establish a trusting relationship with the families and maintain consistent contact as needed to maintain positive family functioning.
- 4) Identify family concerns and strengths and concerns; work with the family to develop a Family Support Plan with goals,

objectives, and activities designed to moving them toward self-sufficiency, while maintaining the integrity of the family unit.

- 5) Evaluate the progress and effectiveness of the Family Support Plan, with the Family Support Supervisor, on a monthly basis.
- 6) Recognize the need for additional professional intervention where necessary and make appropriate referrals.
- 7) Provide transportation, a valid driver's license and the required insurance in order to transport clients when necessary.

f. The Family Support Worker shall also:

- 1) Ensure that families who contact the Family Resource Center receive information regarding resources and services in the community, and assist eligible clients to identify appropriate human service resources to serve their needs.
- 2) Provide assistance to eligible parents or caretakers and their children using educational materials, toys, games, and computer programs to enhance family stability, employability, and parent-child relationships.
- 3) Contact each family face-to-face, at the family home or at a mutually agreed upon location, within five working days of the referral. During the initial 30 day assessment a Family Service Plan will be completed, and contact with the family shall be no less than eight hours of face-to-face.

The family may receive support services for up to six months. An extension may be granted with the FSS and DHS Services Supervisor approval.

- 4) The FSW shall include in the Family Service Plan:
 - A narrative description of strengths, concerns and current home situation.
 - Goals, objectives, and activities designed to move the family toward self sufficiency and maintaining family integrity.
 - Any other information deemed necessary by the Contractor to accomplish successful outcomes.
 - Dates of contact, and collateral contacts.

- 5) Following completion of the Family Service Plan, the FSW shall meet with the family as needed to monitor the progress of the plan, at minimum
- one hour per week during the first four months of service, and
 - at minimum two hours per month during the final phase of service.
- 6) Assist the family in activities identified in the Family Service Plan, which may include, but not be limited to:

Child Care

- Help identify and remedy impediments to home safety and the health of the child, such as the proper storage of household chemicals; household security; and weather-appropriate dress.
- Demonstrate non-abusive child management skills that are appropriate to the age of the child.
- Teach appropriate child care techniques to the client including:
 - ❖ Personal hygiene
 - ❖ Protection from injury in the environment
 - ❖ When to seek medical advice
 - ❖ Age-appropriate diet
 - ❖ Proper discipline techniques and parenting roles
- Educating parents on roles needed in the child's schooling, such as assuring attendance, assisting with homework, etc.

Home Management

- Instruction and modeling of good housekeeping skills – cleaning, laundry, washing dishes, etc
- Assist families with money management skills by establishing household budgets, and educating them on cost-effective shopping and other techniques as needed.
- Assist the families with finding and maintaining adequate housing.

Nutrition

- Provide information regarding well-balanced meal planning and providing nutritional snacks.
- Educate the family on how to find help with nutrition through local services.

Family Support

- Act in a friendly, supportive manner to help improve the family's ability to function and break down social isolation. Examples of such activities might include accompanying the family to medical appointments, hearings or other situations where an advocate would be beneficial.
 - Provide transportation as needed, if part of the Family Service Plan.
 - Direct families in the utilization of community resources, including public assistance, religious networks, health-related services, food pantries and etc.
- 7) The FSW shall report immediately to the proper authorities any conditions or acts that endanger the safety of a child or family. Such information shall also be included in the monthly progress reports, and may include, but is not limited to:
- Child abuse and neglect referrals
 - Delinquency referrals
 - Truancy and/or dropout referrals
 - Domestic Violence referrals.
- 8) Attend monthly staff meetings with the Family Support Supervisor and submit to the DHS monthly progress and closing reports which shall include:
- Dates and type of contact with family
 - Dates and type of collateral contact(s)
 - Problems
 - Progress towards goals
 - Significant events (Specific Assistance requests, etc.)
 - A closing summary upon completion of program
 - An extension request approved by the DHS if a family is to receive service longer than six (6) months.

2. Volume of Service

Clients - The estimated number of eligible clients to be served during the period of this Agreement shall be: 75

3. Unit Definition(s): One unit equals one hour of face-to-face contact with the client by the Family Support Worker or Supervisor.

REQUEST FOR QUOTE - RATING CRITERIA

This request for quote/proposal will not be reviewed and the bidder will be disqualified from further consideration for award if:

Request for Quote (RFQ) proposals will be rated by a Rating Committee according to the following criteria:

I. Bidder's Experience/Qualifications

(Maximum points 25)

A. Agency

1. Has bidder ever performed similar services for DHS or another purchaser?

Considerations:

- . How recently were services provided and for what duration?
2. To what degree is experience with other similar services relevant to the service(s) being bid?
 3. Does the bidder demonstrate successful collaborate working relationships with other relevant community systems and have documented increased outcomes for clients:

B. Staff

1. Do the position descriptions for direct services staff persons require experience in this or related services?

Considerations:

- . Length of experience
 - . Similarity of experience to services to be required
2. Does the supervisory staff, who will provide supervision and oversight of direct-care staff, have previous work experience in this or related services?

Considerations:

- . Length of experience
- . Similarity of experience to services to be required.

- . Is supervisory staff required to have an appropriate level of direct care experience?
3. Does the administrative staff who will provide administrative oversight have experience in this or a related service?

Considerations:

- . Length of experience
 - . Similarity of experience to services to be required
 - . Does the bidder have management and administrative support personnel adequate to produce a satisfactory level of performance?
 - . Will the service provided correspond to DHS' needs?
 - . Does current administrative staff have previous work experience in directly providing these similar services?
 - . Does current administrative staff have appropriate previous work experience in human service administration?
4. Do the staff for whom resumes are provided demonstrate the appropriate level of capability for providing identified services?

C. Education

1. Are educational requirements appropriate for each of the following types of staff?
 - . Length of experience
 - . Supervisory
 - . Administrative
2. Does the bidder provide an acceptable level of training for new staff?
3. Does the bidder have an acceptable level of on-going training to staff?

D. Performance

1. If this or similar services were provided to DHS previously:
 - . Were the terms of the agreement fulfilled satisfactorily?
 - . Was DHS satisfied with the quality of services provided?
 - . If not, did the bidder submit and implement appropriately corrective action plan?
2. If these or similar services were provided to other purchasers:

- . Were the purchasers satisfied with the services provided?
- . Were the services monitored by the purchasing agency?
- . If yes, were monitoring reports satisfactory?

II. Program Implementation (Work Plan)

(Maximum points 30)

A. Service Delivery

1. Are step-by-step procedures described in detail? Do they demonstrate ability to fully implement the program?
2. Does the bidder demonstrate ability to provide services to a diverse client population?
3. Is the bidder's plan for accommodating client barriers to accessing services adequate?
4. Does the bid response adequately describe how the bidder will engage eligible clients and encourage a high level of participation?
5. Is the bidder assessment process relevant for program eligibility and intent
 - . Strength based; solution focused
 - . Client centered
 - . Timely after referral
6. Does the bidder have an acceptable plan in place to assure that it will begin on the identified date?
7. Does the bidder demonstrate the ability to coordinate services with other agencies for clients served by multiple systems?
8. Is the bidder's proposed curriculum adequately and appropriately addressing client needs?

B. Staffing

1. Does the proposed organizational chart describe appropriate lines of supervision and authority to assure efficient delivery of service and contract compliance?

2. Does bid response include adequate descriptions of roles for executive/administrative staff, management/supervisory staff, direct-care-staff, and other supportive personnel?
3. Does the bidder identify an adequate plan to assure an appropriate level of staff screening?
4. Does the bidder have an acceptable turnover rate for direct care staff?
5. Does the bidder have an acceptable plan in place to address continuation of service when staff turnover occurs?

C. Support Activities

1. Is the facility large enough to meet the demand for services in the geographic service area?
2. Does the bidder identify an adequate plan to assure an appropriate level of client confidentiality?
3. Does the bidder identify an adequate plan to assure an appropriate level of security for clients?
4. Does the bidder identify an adequate plan to assure an appropriate level of security for the public?

III Fiscal Resource Allocation

(Maximum points 25)

- A. Does bid response demonstrate that the bidder's resources can provide a consistent capacity to sustain an adequate level of service throughout life of the agreement (including staffing, communication resources, and the described facility [both location and size])?
- B. Is supervisory and administrative support adequate with respect to appropriately
 - . Consultation
 - . Back-up
 - . Span of control
- C. Are the number of direct-care staffing hours adequate to deliver the level of needed service, as identified in both the fiscal and Narrative portions of the bid response?

- D. Are the resources (budgeted details such as salaries, occupancy, communication, supplies & equipment, transportation, contracted services, and miscellaneous) reasonable to accomplish the bidder's work plan, and reasonably adequate to provide a consistent level of service throughout the life of the agreement.
- E. Are the resources identified in the narrative portion of the proposal consistent with those in the budget?
- F. Does proposal specifically identify what resources bidder has available and how it will utilize (all) those resources to facilitate 24/07/365 accessibility (i.e., staffing allocation; communication; transportation, community contacts, etc.)?
- G. Is the quantity of resources appropriate and reasonable for the level of proposed services? Do they match?
- H. Has the bidder identified other funding and/or donated or non-cash resources to support services and use the funding efficiently?
- I. Has the bidder documented sufficient match to meet state and federal requirements?
- J. Does the bid response include unallowable costs that will impact the ability of the bidder to implement the work plan?
- K. If the bidder provides in-kind, do they demonstrate a dependable, consistent source of in-kind funding?

IV. Availability/Accessibility

(Maximum points 20)

- A. Does bid response adequately describe how bidder will identify the client population?
- B. Does the bidder have an adequate plan for informing eligible clients of the availability of their services? Is the bidder reasonably accessible to the client population during non-traditional service hours?
- C. Does the bid response adequately describe how bidder will provide outreach services?
- D. Is the bidder able to provide services at times when most clients can access them?

E. Transportation

- . Is the bidder located close to public transportation?
- . Is the bidder's plan for arranging/providing client transportation feasible and appropriate?

F. Does the bidder make adequate provision for client transportation needs?

G. Are the bidder's facilities and services easily accessible to clients with disabilities?

H. Is the bidder's plan for addressing client language barriers feasible and appropriate?

I. Does the bidder have an appropriate plan for serving clients with physical disabilities?

Price Competition

Competitiveness in pricing will be determined using a formula that will divide the lowest bid price (from that region) by the bidder's price, and then multiply that by the bidder's initial score, determined through the above rating criteria.

REQUEST FOR QUOTE POLICY

General Information

This Request for Quote (RFQ) provides interested bidders with sufficient information to prepare and submit proposals for consideration by the Department of Human Services.

1. Contract Award

Contract award negotiations will be undertaken with those Contractors whose bid responses, as to price and other factors, show them to be qualified, responsible, and capable of performing the work.

The contract entered into will be that contract most advantageous to DHS, price and other factors considered. DHS reserves the right to consider bid responses or modifications thereof received at any time before award is made, if such action is in the best interest of DHS.

If a contract is awarded, the selected bidder will be required to comply with standard, non-negotiable General Provisions, which will be a part of the contract.

2. Rejection of Bid Responses

DHS reserves the right to reject any and all proposals received as a result of this RFQ, or to negotiate separately with any source whatsoever in any manner necessary to serve the best interest of DHS. This RFQ is made for information or planning purposes only. DHS does not intend to award a contract solely on the basis of any response made to this request or otherwise pay for the information solicited or obtained.

3. Incurring Costs

The State of Michigan is not liable for any cost incurred by the Contractors prior to issuance of a contract.

4. Inquiries

Questions regarding content of this RFQ must be submitted in writing to the Issuing Office. All questions must be submitted on or before the date specified on the cover sheet.

5. Amendment to the RFQ

In the event it becomes necessary to revise any part of this RFQ, addenda will be posted to this website.

6. Response Date

To be considered, bid response must arrive at the Issuing Office on or before the date and time specified in the cover sheet. Bidders mailing responses should allow normal delivery time to ensure timely receipt of their bid responses.

7. Bid Response

To be considered, bidders must submit a complete response to this RFQ, using the exclusively the format provided in the "Bidder Response to DHS". Bid Responses must be signed by an official authorized to bind the bidder to its provisions. The bid response must remain valid for at least 90 days.

8. Acceptance of Bid Response Content

The contents of the bid response of the successful bidder may become contractual obligations if a contract ensues. Failure of the successful bidder to accept these obligations may result in cancellation of the award.

9. Economy of Preparation

Bid Responses should be prepared simply and economically, providing a straightforward, concise description of the bidder's ability to meet the requirements of the RFQ.

10. Prime Contractor Responsibilities

The selected Contractor will be held accountable for all services offered in the bid response. Further, the State will consider the selected Contractor to be the sole point of contact with regard to contractual matters, including payment of any and all charges resulting from the contract.

11. News Releases

News releases pertaining to this RFQ on the service, study, or project to which it relates will not be made without prior State approval, and then only in coordination with the Issuing Office.

12. Disclosure of Proposal Contents

Bid Responses are subject to disclosure under the Michigan Freedom of Information Act (P.A. 1976, No. 442).

13. Independent Price Determination

- a. By submission of a bid response, the bidder certifies:
 - 1) The prices of the bid response have been arrived at independently without consultation, communication, or agreement, for the purpose of restricting competition, as to any matter relating to such prices with any other bidder or with any competitor;
 - 2) Unless otherwise required by law, the price quotation in the bid response has not and will not be knowingly disclosed by the bidder to any potential bidder;
 - 3) No attempt has been made or will be made by the bidder to induce any other person or agency to submit or not to submit a bid response for the purpose of restricting competition;
 - 4) The price quoted is not higher than that given to the general public for the same service.
- b. Each person signing the bid response certifies that:
 - 1) She/he is the person in the bidder's organization responsible within that organization for the decision as to prices being offered in the bid response, and that she/he has not participated, and will not participate in any action contrary to a. 1 through 4 above; or
 - 2) She/he is not the person in the bidder's organization responsible within that organization for the decision as to the prices being offered in the bid response, but that she/he has been authorized in writing to act as agent for the persons responsible for such decision in certifying that such persons have not participated, and will not participate, in any action contrary to a. 1, through 4 above, and as their agent does hereby so certify; and that she/he has not participated, and will not participate in any action contrary to a. 1 through 4 above.
- c. A bid response will not be considered for award if the bidder is found to be noncompliant with any part of section 13 unless the bidder furnishes with the bid response a signed statement which sets forth in detail the circumstance of the disclosure and the Issuing Office determines that such disclosure was not made for the purpose of restricting competition.

BIDDER INFORMATION

1. To receive reimbursement from the State of Michigan, a Contractor must be registered as a vendor on the Michigan Accounting and Information Network (MAIN)

To register on MAIN:

- Click on <http://www.cpexpress.state.mi.us/>
 - Follow directions.
2. **Proof of public liability insurance** must be provided to DHS prior to the time the contract is executed (issued).
 3. If portions of the services are being subcontracted, the bidder must identify the services the subcontractor will perform and provide all information requested, (including a budget) as it applies to both the bidder and the subcontractor(s).

A contractor is responsible for the performance of any subcontractors who are held to the same standard of quality and performance as the contractor. Raters of bid responses will consider the qualifications of both the contractor and subcontractor when making contract award recommendations.

4. In completing the bidder response, please note the following:
 - The bid response should be paginated, except for attachments
 - Font size should be 12 or larger
 - Observe restrictions on number of pages. Restrictions do not include resumes, position descriptions, organizational charts or other attachments.

BIDDER RESPONSE SECTION

1. Bidder Name: _____

2. Bidder Mailing Address: _____

Bidder E-mail Address: _____

Bidder Fax Number: _____

3. Bidder Mail Code: _____ (Identified when registering on **MAIN**. See previous page)

4. Type of Organization: (Check one). Individuals are private proprietary.

_____ private, non-profit _____ private, proprietary _____ public _____ university

5. Bidder's fiscal year begin date: _____ (day and month)

6. Bidder's representative who is the authorized negotiator for the bidder.

(Name)

(Telephone Number)

7. Statement of Intent

The bidder hereby assures that the Request for Quote has been reviewed by the organization's governing body and that body has authorized submission of a bid response; that the person identified above as "bidder's representative who is the authorized negotiator" has been authorized by the governing body to represent the organization for the purposes of the submission of a bid response and contract negotiation; and that the organization intends to provide services according to the information contained in this Request for Quote, if selected and funded to do so.

Signature of Organization
President or Director

(Date)

Typed Name of Organization
President or Director

(Date)

A. Bidder Experience/Qualifications

Provide the following information:

1. Length of time providing this or similar services
2. List locations within the state at which the bidder maintains office that will be involved in providing service.
3. List all contracts with DHS that have been in place within the past 5 years.
4. Prepare a narrative description of prior experience providing this or a similar service. Include the following information:
 - . Brief description of service provided;
 - . Recipient of service;
 - . Dates of service provision;
 - . Describe the degree of similarity between related services the bidder has provided and the services being bid;
 - . Name and telephone number of a contact person for each individual or agency for whom service was provided.
5. Using Staffing Allocation and Qualifications, CM-011, (attachment A) provide the requested information for each service for which a bid response is submitted:
 - . Provide position descriptions for all positions included in the price quotation. Identify the positions current staff will fill if the contract is awarded to the bidder. Identify specific experience current staff has as it pertains to the services to be provided (possession of applicable licenses, completion of applicable training or workshops, etc.) Include resumes for all current staff who will provide services if the contract is awarded to the bidder. For all positions, identify minimum requirements with regard to education, years and type of experience, training, etc.
 - . Attach a salary schedule for each staff employee who will provide services as identified above. Include all automatic and/or merit pay increases individuals will be eligible to receive during the term of the contract.
 - . For each position, list the number of hours and the number of weeks to be committed to the services being bid.
6. Describe your current rate of turnover, (overall and direct service) including expectations for current staff continuance, planned staff reductions or growth, and

comment regarding anticipated future turnover. Describe mechanisms in place to encourage staff retention.

7. Provide an organization chart that shows the structure that will be used to provide services if the contract is awarded. This should show who in your organization will be responsible for reporting to the DHS' Contract Administrator (CA). Please make sure position titles on the organizational chart match title designations referenced elsewhere in the bid response.

B. Work Plan (Program Implementation)

In narrative form, please describe how the bidder would implement the program described by DHS. Include the following information and identify each section by number and heading indicated below.

1. Describe the needs and strengths of the client population and how that will impact on service delivery.
2. Prepare a description of the way in which service would be provided to a client.
 - a. List each step, process, or activity a typical client would encounter in successfully completing the service (similar to a program flow chart).
3. For each process or activity, indicate how completing that process or activity would advance the client in accomplishing the general purpose of the service. Indicate the anticipated duration of service required to complete the service: hours per day, days per week, and total hours/week.
4. **Supervision**

Describe when and how staff will be supervised.
5. **Staff Allocation**

Describe the method used to determine the amount of staff time (both management and direct) needed to fulfill the terms of the service as described.
6. Explain how client will participate in identifying of needs and decision-making.
7. Once the contract is awarded, indicate how long it will be before you or your agency will be able to provide service (be specific, i.e., 30 days, 45 days, etc.) Confirm ability to provide service on the identified date.
8. How will the bidder interact with other agencies involved with the client's plan of treatment?

- . Court
- . DHS
- . Other Agencies

8. **Curriculum** - For teaching and/or training services, provide a copy of the curriculum that will be used. If not applicable to your service, enter N/A.

If the curriculum is specified in the RFQ and must be followed as outlined, indicate "Will follow required curriculum." Identify all audio-visual and/or training aids that will be used.

C. Achievement of Outcomes

1. Specify the number of clients expected to achieve the desired outcomes.
2. Identify anticipated outcomes for the services to be provided.
3. What percentage of outcomes will be achieved for clients served?

D. Availability

1. Specify normal hours of business.
2. Indicate ability and willingness to provide additional hours at other times or days if necessary.
3. Identify each location where services will be provided. Include the street address, city, and zip code for all locations.
4. Do facilities and services allow/encourage participation by clients with disabilities? That is, are training facilities accessible by wheelchair? Are restrooms accessible, etc?
5. Indicate ability to arrange transportation for clients to receive services, such as convenience to public transportation, bidder-owned vehicles, etc.
6. Access to public transportation.
7. Outreach
Indicate ability to provide outreach services in clients' homes or mutually agreed-upon locations if this is requested in the service description. Ability to respond to crisis situations.
8. Special assistance
 - . How available
 - . How used and when
9. Other
Based on DHS' description of the client population, describe any special considerations in the quotation or plans for providing services.

E. Budget Completion

Complete the following Price Quotation sheet and a Budget Statement (CM-468) and Budget Detail Sheets (CM-468A) (http://www.michigan.gov/documents/CM-468ex_15681_7.xlt) in accordance with instructions. The bidder should complete the Budget forms only for the first 12 months if the bid response is for a multi-year period.

The bidder should submit price quotation and budget in an envelope separate from the rest of the bid response.

- If the initial period of the contract is for less than 12 months, a prorated contract amount will be calculated accordingly.
- The price established and approved by DHS will be in effect for the entire period of the contract and cannot be changed during that time.

F. Budget Narrative

Use the attached Resource Grid (CM-0043), (attachment B) to provide a narrative description of all resources the bidder requires to meet the requirements of the contract. Please be as brief as possible, while including all pertinent information.

1. Itemize (without indicating actual dollar amounts) the types of employees benefits offered, the square footage of each facility, supplies, travel mileage and other resources included in your budget. Be as specific as possible and quantify all resources whenever possible.
2. If resources will be provided through another source, identify the source and type of funds to be used. All match and in-kind funding should be identified and explained.

This information will be used to determine whether or not the resources included in the price quotation are adequate to provide the services DHS wishes to purchase as stated in the RFQ. The budget narrative will be compared to the price and budget documentation for each bid response submitted by an individual specifically assigned to conduct a fiscal review.

NOTE: Do not include figures that would indicate the dollar amount of bid response or unit cost in this section. Dollar amounts should be stated in the sealed price/budget portion of your response.

BIDDER NAME:

PRICE QUOTATION

Use this form to state the price offered to DHS for the service to be provided. The price quoted is to be per unit of service as defined in the service description in the RFQ and extrapolated from the budget information provided. Please identify the service being bid, using the title as shown in the RFQ.

Service #1: Family Support Services

Unit Definition: One unit equals one hour of face to face contact with the client.

a. Price per unit of service: \$_____/unit

Service #2 (if applicable): _____

Unit Definition: _____

a. Price per unit of service: \$_____/unit

Service #3 (if applicable): _____

Unit Definition: _____

a. Price per unit of service: \$_____/unit

Service #4 (if applicable): _____

Unit Definition: _____

a. Price per unit of service: \$_____/unit

Bidder: Submit this form in a separate envelope with the budget.

BIDDER RESPONSE: STAFFING ALLOCATION AND QUALIFICATIONS

Michigan Department of Human Services

Bidder Name *	
County	Type of Service

CATEGORY	POSITIONS	RATE/ HOUR	HOURS/ WEEK	# OF WEEKS	QUALIFICATIONS
**MANAGERIAL/ SUPERVISORY					
DIRECT SERVICE					
SUPPORT STAFF					

* Please provide information on staffing only for services to be provided for the request for quote/contract.

**Managerial/supervisory refers to administrative positions. If a position is both administrative and direct service, prorate the position into the correct categories.

Department of Human Services (DHS) will not discriminate against any individual or group because of race, sex, religion, age, national origin, color, height, weight, marital status, political beliefs or disability. If you need help with reading, writing, hearing, etc., under the Americans with Disabilities Act, you are invited to make your needs known to a DHS office in your area.

RESOURCE GRID
MICHIGAN DEPARTMENT OF HUMAN SERVICES

* Do not include dollar amounts.

** List any match resources your agency will be providing and the fund source of that match.

Resource	Description
Employee Fringe Benefits (FTEs by position)	
Occupancy (square feet and number of Facilities)	
Communications (fax, telephone, number of lines and phones)	
Supplies (general, program, duplicating)	
Equipment	
Local Transportation (number of miles for client transportation)	
Contractual Services	
Specific Assistance to Individuals	
Miscellaneous	

Department of Human Services (DHS) will not discriminate against any individual or group because of race, sex, religion, age, national origin, color, height, weight, marital status, political beliefs or disability. If you need help with reading, writing, hearing, etc., under the Americans with Disabilities Act, you are invited to make your needs known to a DHS office in your area.